

# The Army Communities of Excellence Program

*"The most important priority is providing for the well-being of Soldiers and their families."*

*-Dr. Francis J. Harvey,  
Secretary of the Army*

The Army Communities of Excellence (ACOE) Program recognizes excellence in installation management. The program, sponsored by the Chief of Staff of the Army and overseen by the Installation Management Agency (IMA), encourages and rewards installations that optimize their environments and demonstrate a commitment to facility as well as service excellence. With the concept of continuous improvement as a guide to achieving

customer service and satisfaction, the Army Communities of Excellence program encourages and acknowledges installations' commitment to excellence.

The role of installations and their extended communities is increasingly important to sustaining and launching Army forces worldwide. In fact, striving for distinction in installation management is a critical factor in ensuring Army Readiness. Through the adaptation of the corporate-focused Malcolm Baldrige National Quality Award criteria, the Army Performance Improvement Criteria (APIC) organizational self-assessment serves as the installation evaluation tool used to select annual winners of the ACOE award.

The ACOE Award Program recognizes installations that demonstrate organizational maturity in approaching and deploying processes that target key performance gaps. Award winners also demonstrate an outstanding ability to establish improvement priorities and introduce more effective methods to work with their customers, partners and suppliers.

All competing installations, regardless of size or mission, are directly evaluated against the APIC. The feedback provided through the assessment process offers valuable insight into the state of the installation and highlights areas for further improvement. The ACOE builds on the organizational knowledge and encourages a change in perspective, from what is minimum essential to maximum possible, to support Soldiers and their families.

Selected by an independent panel of six judges, the winning installations receive both professional recognition and monetary rewards, based on their ranking. The first place winner is awarded \$2.0 million, the second place installation receives \$1.0 million, and the third place winner takes home \$750,000 to invest in improving their respective installations.

Through a sustained commitment to supporting and encouraging excellence, the ACOE program not only benefits the Army but also serves as a respected model across the services.



Sustain, Support, Defend



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